

CITY OF MARLBOROUGH

CITY CLERK'S OFFICE

PRINCIPAL CLERK

POSITION PURPOSE

The purpose of this position is to provide clerical support and acts as the primary contact for the Elections Division of the City Clerk's Office, assists with the delivery of service offered to the public by the City Clerk's Office.

ESSENTIAL JOB FUNCTIONS:

(The essential functions or duties listed below are intended only as illustrations of the various type of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.)

- Performs essential and complex clerical functions associated with elections and census.
- Registers voters utilizing both paper and computer-based systems.
- Maintains voter records, prepare election lists, supplies/ inventory for the precincts and test election equipment.
- Automates election related forms as needed.
- Assists in recruiting and retention of election workers.
- Assists with and oversees the preparation of the Vote by Mail and Absentee ballots.
- Assists with the registering and preparation of voter records.
- Oversees the preparation of the Annual Street Listing.
- Assists with requests for vital records, dog licensing, business licensing, payment of decriminalization tickets, marriage intentions, issuance of licenses, and resident verifications.
- Assists with the automation vital records requests.
- Receives minutes and postings and ensuring proper processing of both.
- Participates in training sessions with the City Clerk for poll workers prior to each election.
- Performs other duties as required.

SUPERVISION RECEIVED

Works under the administrative direction of the Assistant City Clerk. This employee may also receive direction from the City Clerk.

JUDGMENT

The work involves numerous standardized practices, procedures, or general instructions that govern the work and, in some cases, may require additional interpretation. Judgment is needed to locate, select and apply the most pertinent practice, procedure, regulation or guideline.

COMPLEXITY

The work consists of a variety of duties which generally follow standardized practices, procedures, regulations or guidelines. The sequence of work and/or the procedures followed vary according to the nature of the transaction and/or the information involved, or sought, in a particular situation.

NATURE AND PURPOSE OF CONTACTS

Relationships are primarily with co-workers, vendors and the public, involving frequent explanation, discussion or interpretation of practices, procedures, regulations or guidelines in order to render service, plan or coordinate work efforts, or resolve problems. Other regular contacts are with service recipients and employees of outside organizations. More than ordinary courtesy, tact and diplomacy may be required to resolve complaints or deal with hostile, uncooperative or uninformed persons.

CONFIDENTIALITY

Employee has access at the departmental level to a variety of highly sensitive and confidential information.

WORK ENVIRONMENT

The work is performed in an office environment. Noise or physical surroundings may be distracting. Some work may be performed outside of the office related to elections.

EDUCATION AND EXPERIENCE

High School diploma or equivalent required with a minimum of 5+ years of full-time related experience or a combination of education and experience. Current Driver's License required.

KNOWLEDGE, ABILITY AND SKILLS

Knowledge: Practical knowledge of the customer service best practices and general computer applications. Basic knowledge of the elections process and how it operates is preferred.

Ability: Ability to work in groups with other employees and with the general public. Ability to confidently interact with local, state, federal officials and agencies in a professional manner. Ability to communicate effectively in written and oral form. Ability to understand and interpret election laws. Ability to be organized and pay attention to details. Ability to operate standard office equipment and computer software and database administration.

Skills: Excellent oral and written communication skills. Strong interpersonal skills. Strong problem-solving skills.

PHYSICAL, MOTOR AND VISUAL SKILLS

Physical Skills: The work involves physical skills typical of an office environment, including sitting, standing, walking and stooping. May be required to use hands to operate objects, tools, or controls, and reach with arms to pick up objects, such as files, boxes of papers, office supplies, and office equipment weighing up to thirty (30) pounds.

Motor Skills: Duties are largely mental rather than physical, but the job may occasionally require minimal motor skills for activities such as moving objects, using office equipment, including but not limited to telephones, personal computers, handheld technology, and other office equipment.

Visual Skills: Visual demands require routinely reading documents for general understanding and analytical purposes and frequent computer usage.